



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Annex B, RFP/2024-03/BGR
Terms of Reference [TOR]
PROVISION OF CLEANING SERVICES

1. BACKGROUND AND OBJECTIVE

The Office of the United Nations High Commissioner for Refugees (UNHCR), Bulgaria, intends to select qualified services provider(s) to make a firm offer for the establishment of a Frame Agreement for the provision of cleaning services.

UNHCR may award Frame Agreement(s) with an initial duration of two (2) years, potentially extendable for a further period of one (1) year.

This request for cleaning services will cover the office in Sofia, Bulgaria UNHCR's office in Sofia, located at 2 Pozitano Sq, Perform Business Center, 4th floor.

1.1. Description of the office premises

The total office space is about 480 m2, with a terrace of 154 m2. The office has several working premises, a conference room, and a kitchen and a storage place. Additionally, a new space will be adjoined expected end of 2024, with a 77 m2 office space.

2. SCOPE OF WORK FOR CLEANERS

2.1. Cleaning of the office premises

- Mandatory daily vacuum cleaning of all office premises.
- Mandatory daily washing of the floors in all premises with a quality detergent, removal of stains and dirt.
- Daily cleaning of bins, collecting and removal of waste, changing waste bags, and recycle the bins accordingly.
- Daily wet cleaning of the desks with an appropriate detergent. In case of open documents piled on the desks, the cleaning to be made after consulting the respective desk user.
- Once a week cleaning of all desk's legs.
- Daily wet cleaning of all windowsills with an appropriate detergent.
- Daily wet cleaning of all office furniture.
- Once a month cleaning of the server room in the presence of the ICT contractor
- Daily cleaning of the storage room
- Daily vacuum cleaning and removal of hair of all upholstered furniture (conference chairs, sofas, etc.)
- Twice a year washing of upholstered furniture with special machine

2.2. Kitchen cleaning

- Daily wet cleaning of kitchen boards and kitchen tables.
- Daily washing of the kitchen's floor and consecutive cleaning during the day, if necessary.
- Daily cleaning of kitchen cubbords' doors.

- Daily cleaning of the sink with appropriate detergent.
- Daily cleaning of the microwave, coffee machines and the stove.
- Daily check-up of the refrigerator and removal of spoiled food.
- Daily cleaning of refrigerators' doors.
- Weekly inside cleaning and washing of the two refrigerators
- Defrosting of the refrigerators every time when needed.
- Daily dishwashing. Daily running of the dishwashing machine upon installation of a such.
- Once a month thorough cleaning of the kitchen cupboards inside and outside.
- All the mops and cloths for cleaning the kitchen's boards shall be kept separately from the other cleaning materials.

2.3. Cleaning of office doors and glass partitioning walls

- Once a month thorough cleaning of all office doors;
- Daily removal of footprints from the glass partitioning walls in the office;
- Twice a year washing of the entire glass partitioning walls;
- Four times a year washing of all inside office windows. Windows looking to the terrace shall be washed outside too.

2.4. Office equipment cleaning

- Daily dusting of all monitors, printers and copying machines with a dry microfiber cloth;

2.5. Terrace cleaning

- Daily cleaning of the terrace floor and the ash trays, cleaning of terrace furniture
- During winter season – cleaning the snow in front terrace door

2.6. Other duties of the full-time cleaning person

- Daily watering and care of the office flowers.
- Opening entrance door, meeting couriers and visitors.
- Preparation of tea and coffee for guests and assisting with office meetings when required.
- Assistance might be required for shredding office papers, packing folders, brochures and for the arranging of the storage place on level -2, etc.
- UNHCR is an UN Agency with a diplomatic status and the assigned cleaning persons should comply with UNHCR Code of Conduct and confidentiality rules. UNHCR has its own list of official holidays most of which are different from the official Bulgarian holidays and the cleaning personnel shall comply with UNHCR's holidays.

3. ADDITIONAL SERVICES

- Deep cleaning of the office: the office might request deep cleaning of the office by a cleaning team once or more times per year and additional services like machine cleaning of the floor, washing of the internal glass partitioning walls, etc. Therefore, the bidders are requested to provide a price for deep cleaning and full list and prices for the cleaning services offered by the company.
- Upholstery deep cleaning (furniture from different fabric); The office has furniture coated in fabric, so it is requested the bidders to provide prices for upholstery cleaning as well.

4. PAYMENT FOR THE SERVICES

The cleaning company issues an invoice for the services provided on a monthly basis. UNHCR pays the invoices in the first 10 working days of the month following the calendar month for which services were provided.

5. REQUIREMENTS FOR THE COMPANY FOR THE COMPANY AND DOCUMENTS REQUIRED FOR THE TENDER

- The cleaning company should have at least 5 years of experience in provision of professional cleaning services and a good reputation among its clients and in the branch. (Provide proof of document/company registration or equivalent)
- Previous experience with embassies, international organizations or other UN agencies is an asset.
- The bidders are requested to provide at least 3 references by current clients and a list of major clients. If the cleaning company has an ISO certification, please provide a copy of the ISO certificate.
- Please provide a list of the detergent brands used by the company.
- For the price proposal please use the attached form Annex C and provide a monthly subscription price for the regular cleaning services accompanied by a breakdown of the total monthly price, a price for deep cleaning, accompanied by a detailed description of the activities included and the respective prices. Separately, please provide a full list with prices of the other cleaning services offered by the company.

6. RESPONSIBILITIES OF THE SERVICE PROVIDER

The cleaning persons shall be approved by UNHCR. UNHCR reserves the right to request at any time the replacement of the cleaning person in case of low quality of the cleaning services provided or in case of a breach of the confidentiality rules of UNHCR office. In such case, the cleaning company shall organize the replacement of the cleaning person within a calendar month as of the official notice submitted in writing by UNHCR.

- The cleaning company shall provide a replacement of the cleaning persons for the periods of annual leave, sick leave or other absence. The replacing cleaning persons shall be approved by UNHCR.
- The cleaning company shall ensure strict supervision of the cleaning services. The Supervisor from the cleaning company has to prepare a schedule and distribution of tasks between the cleaning persons and to visit on a regular basis UNHCR's office to check the quality of the cleaning services and to get feedback from the UNHCR's staff in charge of the services.

The service provider shall be responsible for his personnel who will remain totally under the supervision of the service provider. The service provider shall be responsible for the payment of salaries, contributions, and insurance of their service personnel.

The service provider should ensure a qualified and dedicated staff to manage the contract, who will coordinate activities and execution of work and be responsible for the supervision of the work.

The service provider is responsible for the selection and recruitment of candidates for the service. Cleaning staff on sick leave, maternity leave and vacation should be replaced by the service provider. The service provider shall formally inform UNHCR and provide a copy of the identification of the replacement.

All employees will have to be covered under insurance against any personal accident and UNHCR will not be liable for payment of any compensation on that account.

The service provider should provide proof of compliance with national regulations regarding labour law, accident, the workmen compensation Act, workmen insurance, etc. This will be the sole responsibility of the service provider, UNHCR will not be a party at any kind of dispute relating to the above. In case any liability arises due to non-performance by the service provider, under no circumstances UNHCR shall be liable for the same.

All staff to be engaged by the company should be covered under the statutory government regulation framework updated as required in the country.

UNHCR shall not be responsible for any injury, damages or eventual losses to the service provider's personnel whilst performing services under this contract and the service shall relieve UNHCR of any liability because of such injury, damage or loss to the service provider's service personnel.

Any damage to UNHCR property due to mishandling, carelessness of the service provider or its workmen will be recoverable from the service provider's bill and all materials issued to service shall be the sole responsibility of the service provider during the period of the contract.

3. CLEANING MATERIAL

Cleaning materials and tools are to be provided by the service provider. The extra stock of cleaning detergents, hand paper towel, and hand soap are to be kept in the storage area provided by UNHCR.

The service provider is to ensure its cleaner can clean high the hard-to-reach surface in a safe manner and should provide equipment that prevents harm to its employees.

The cleaning company shall provide the following equipment:

- A high quality professional vacuum cleaner without bags if possible, if not, sufficient quantity of bags have to be provided for regular changing.
- Windows washing devices.
- Floor cleaning materials: buckets, brushes, mops, cloths.
- Microfiber cloths for dusting different surfaces.
- Cloths for wet cleaning.
- Sponges for dishwashing in sufficient quantity for regular change.
- Dishwashing detergent and detergent for dishwashing machine
- High-quality professional cleaning detergents for cleaning floors, furniture, glass, office equipment, soap. All detergents should smell well and not cause allergies. In case that UNHCR complains that some of the detergents is irritating to the staff, it has to be replaced immediately.
- Paper rolls for hand drying and kitchen rolls in sufficient quantity for 35-40 people. The toilets are out of the office and there is no need the cleaning company to take care of them.

4. Salary Scale:

The minimum net salary paid by the cleaning company to the full-time cleaning person shall be 1100 BGN. In case of official increase of the minimum monthly salary for Bulgaria, that goes above the fixed salary of 1100 BGN, UNHCR and the cleaning company immediately get in touch and prepare an annex to the contract to reflect the new salaries of the cleaning personnel. UNHCR decides unilaterally and upon its own discretion if the new salary will be higher than the minimum monthly salary for Bulgaria.

Approved by: Seda Kuzucu, UNHCR Representative in Bulgaria